

Quality Assurance Survey Performance Ratings

Service Provider	Region	Type of Service	Date	Domain 1. Access and Eligibility	Domain 2. Individual Planning and Implementation	Domain 3. Safety and Security	Domain 4. Rights, Respect and Dignity	Domain 5. Health	Domain 6. Choice and Decision Making	Domain 7. Relationships and Community Membership	Domain 8. Opportunities for Work	Domain 9. Provider Capabilities and Qualifications	Domain 10. Administrative Authority and Financial Accountability	QA Performance Rating
A Southern Tradition	West	Day-Residential	5/20/16	NA	PC	PC	SC	SC	SC	SC	SC	MC	MC	Fair
A+ Care Solutions, Inc.	West	Day-Residential, Personal Assistance	4/15/16	NA	SC	PC	PC	SC	SC	SC	SC	SC	SC	Proficient
A-1 Independent Living, LLC	East	Personal Assistance	9/14/16	NA	SC	SC	SC	SC	SC	NA	SC	SC	SC	Exceptional Performance
ACA Communities, LLC	West	Day-Residential	10/6/16	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Adult Community Training, Inc.	East	Day-Residential, Personal Assistance, Nursing	4/22/16	NA	SC	SC	SC	SC	SC	SC	SC	SC	PC	Exceptional Performance
AdvanceCare Health Services	Middle	Day-Residential	5/5/16	NA	SC	PC	SC	SC	SC	SC	SC	SC	PC	Proficient
Advocate Healthcare	West	Therapy	7/22/16	NA	PC	SC	SC	NA	SC	NA	NA	SC	SC	Proficient
AKM of Tennessee, Inc.	East	Day-Residential, Personal Assistance	5/24/16	NA	PC	PC	SC	PC	SC	SC	SC	PC	PC	Fair
All About Care	Middle	Day-Residential	10/21/16	NA	PC	PC	SC	PC	SC	SC	SC	PC	MC	Fair
Allied Behavioral Services, Inc.	East	Behavioral	3/30/16	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
Angel's Care	Middle	Day-Residential, Personal Assistance	11/22/16	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Applied Behavioral Diagnostics	West	Behavioral	4/1/16	NA	PC	SC	SC	NA	SC	NA	NA	PC	SC	Proficient
Applied Behavioral Interventions, Inc.	Middle	Behavioral	9/28/16	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
ARC of Knox County	East	Day-Residential,	10/11/16	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
ARC of the Mid-South	West	Day-Residential, Personal Assistance	3/3/16	NA	SC	SC	SC	SC	SC	SC	SC	PC	SC	Proficient
ARC of Washington County, Inc.	East	ISC	12/14/16	SC	SC	SC	NA	NA	NA	NA	NA	SC	SC	Exceptional Performance

SC= Substantial Compliance
 PC= Partial Compliance
 MC= Minimal Compliance
 NC= Noncompliance

Quality Assurance Survey Performance Ratings

Service Provider	Region	Type of Service	Date	Domain 1. Access and Eligibility	Domain 2. Individual Planning and Implementation	Domain 3. Safety and Security	Domain 4. Rights, Respect and Dignity	Domain 5. Health	Domain 6. Choice and Decision Making	Domain 7. Relationships and Community Membership	Domain 8. Opportunities for Work	Domain 9. Provider Capabilities and Qualifications	Domain 10. Administrative Authority and Financial Accountability	QA Performance Rating
Arrington, Faye	East	Behavioral	11/30/16	NA	MC	PC	SC	NA	NC	NA	NA	PC	PC	Significant Concerns
Auxilium Health Services	West	Day-Residential, Personal Assistance	2/11/16	NA	PC	PC	PC	SC	SC	SC	SC	PC	PC	Fair
Behavior Solutions, LLC	East	Behavioral	2/25/16	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
Behavioral and Counseling Services, LLC	West	Behavioral	12/19/16	NA	PC	SC	SC	NA	SC	NA	NA	SC	SC	Proficient
Behavioral Outreach Services, LLC	West	Behavioral	3/30/16	NA	PC	SC	SC	NA	SC	NA	NA	PC	SC	Proficient
Behavioral Services of Tennessee	West	Day-Residential, Behavioral	6/3/16	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Benton County Developmental Services	West	Day-Residential	11/17/16	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Beyond Care Living, Inc.	Middle	Day-Residential, Personal Assistance, Nursing	12/2/16	NA	PC	PC	PC	PC	SC	SC	SC	PC	NC	Significant Concerns
Bichelman, Nicole	West	Behavioral	9/28/16	NA	PC	SC	SC	NA	SC	NA	NA	PC	SC	Proficient
Bios of Tennessee, Inc.	Middle	Day-Residential, Personal Assistance	7/29/16	NA	PC	PC	PC	PC	SC	SC	SC	PC	PC	Fair
Breakthrough Corporation	East	Day-Residential, Personal Assistance	10/27/16	NA	SC	SC	SC	SC	SC	SC	SC	PC	PC	Proficient
Brenda Richardson Memorial Care Home	West	Day-Residential	7/21/16	NA	SC	SC	SC	SC	SC	SC	SC	SC	PC	Exceptional Performance
Brunswick, Madison Leigh (InTune Behavioral Consulting)	West	Behavioral	7/7/16	NA	MC	SC	SC	NA	SC	NA	NA	PC	SC	Fair
Bubba's Better Life, Inc.	West	Day-Residential	2/22/16	NA	PC	SC	SC	SC	SC	SC	SC	SC	PC	Proficient

SC= Substantial Compliance
 PC= Partial Compliance
 MC= Minimal Compliance
 NC= Noncompliance

Quality Assurance Survey Performance Ratings

Service Provider	Region	Type of Service	Date	Domain 1. Access and Eligibility	Domain 2. Individual Planning and Implementation	Domain 3. Safety and Security	Domain 4. Rights, Respect and Dignity	Domain 5. Health	Domain 6. Choice and Decision Making	Domain 7. Relationships and Community Membership	Domain 8. Opportunities for Work	Domain 9. Provider Capabilities and Qualifications	Domain 10. Administrative Authority and Financial Accountability	QA Performance Rating
Buffalo River Services, Inc.	Middle	Day-Residential, Personal Assistance, Nursing, Therapy	2/19/16	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Bunt, Jeanette	Middle	Behavioral	8/22/16	NA	PC	SC	SC	NA	SC	NA	NA	SC	SC	Proficient
C. S. Patterson Training and Habilitation Center	West	Day-Residential	7/28/16	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Capitol City Residential Healthcare TN, LLC	West	Day-Residential, Personal Assistance	2/12/16	NA	PC	SC	SC	SC	SC	SC	SC	PC	PC	Proficient
Care Choices of Tennessee	East	Day-Residential, Personal Assistance, Nursing	7/29/16	NA	MC	SC	SC	PC	SC	SC	PC	PC	NC	Significant Concerns
Cerebral Palsy Center, Inc.	East	Day-Residential, Personal Assistance	8/2/16	NA	SC	PC	SC	SC	SC	SC	SC	SC	PC	Proficient
Choice Connections, Inc.	Middle	Day-Residential	12/12/16	NA	PC	PC	SC	PC	SC	SC	SC	SC	SC	Proficient
Chris' Home, Inc.	Middle	Day-Residential	2/23/16	NA	SC	SC	SC	PC	SC	SC	SC	PC	PC	Proficient
Clara Butler Nursing and Personal Care Services	West	Day-Residential	3/11/16	NA	SC	PC	SC	SC	SC	SC	SC	PC	SC	Proficient
Columbus Medical Services, LLC	East / Middle / West	Behavioral	11/10/16	NA	PC	PC	SC	NA	SC	NA	NA	SC	SC	Proficient
Comcare, Inc.	East	Day-Residential, Nursing	2/25/16	NA	PC	SC	SC	PC	SC	SC	SC	SC	SC	Proficient
Communication Therapies, Inc.	Middle	Therapy	4/28/16	NA	PC	SC	SC	NA	SC	NA	NA	PC	SC	Proficient
Community Development Center	Middle	ISC	12/19/16	SC	SC	SC	NA	NA	NA	NA	NA	SC	SC	Exceptional Performance

SC= Substantial Compliance
 PC= Partial Compliance
 MC= Minimal Compliance
 NC= Noncompliance

Quality Assurance Survey Performance Ratings

Service Provider	Region	Type of Service	Date	Domain 1. Access and Eligibility	Domain 2. Individual Planning and Implementation	Domain 3. Safety and Security	Domain 4. Rights, Respect and Dignity	Domain 5. Health	Domain 6. Choice and Decision Making	Domain 7. Relationships and Community Membership	Domain 8. Opportunities for Work	Domain 9. Provider Capabilities and Qualifications	Domain 10. Administrative Authority and Financial Accountability	QA Performance Rating
Community Health of East Tennessee	East	Day-Residential, Personal Assistance	5/11/16	NA	PC	SC	SC	SC	SC	SC	SC	PC	SC	Proficient
Community Network Services	East	ISC	12/16/16	SC	SC	SC	NA	NA	NA	NA	NA	PC	SC	Proficient
Community Options, Inc.	East	Day-Residential	3/15/16	NA	SC	PC	SC	SC	SC	SC	SC	PC	SC	Proficient
Community Options, Inc.	Middle	Day-Residential	4/14/16	NA	PC	SC	SC	SC	SC	SC	SC	PC	PC	Proficient
Compass Coordination, Inc.	West	ISC	12/12/16	SC	SC	SC	NA	NA	NA	NA	NA	SC	SC	Exceptional Performance
Compassionate Care, Inc.	Middle	Day-Residential, Personal Assistance	12/6/16	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Comprehensive Services of Tennessee	West	Day-Residential	2/25/16	NA	SC	SC	SC	SC	SC	SC	SC	PC	SC	Proficient
Connexus, Inc.	Middle	Day-Residential	6/16/16	NA	SC	PC	SC	SC	SC	SC	SC	PC	PC	Proficient
Corey's Vibe	West	Day-Residential, Personal Assistance	2/29/16	NA	SC	PC	SC	SC	SC	SC	SC	SC	PC	Proficient
Creative Minds Behavior Services, LLC	Middle	Behavioral	12/2/16	NA	SC	PC	SC	NA	SC	NA	NA	SC	SC	Proficient
CSI Caregiver Services of Tennessee	Middle	Day-Residential, Personal Assistance	4/22/16	NA	SC	PC	PC	PC	SC	SC	SC	PC	MC	Fair
Cumberland Community Options, Inc.	Middle	Day-Residential	3/18/16	NA	PC	PC	SC	MC	SC	SC	SC	PC	MC	Fair
Cumberland Mountain Industries	East	Day-Residential, Personal Assistance	8/26/16	NA	SC	SC	SC	SC	SC	SC	SC	SC	PC	Exceptional Performance
D & S Community Services, Inc.	Middle	Day-Residential, Personal Assistance, Therapy	7/15/16	NA	PC	PC	SC	PC	SC	SC	SC	PC	PC	Fair

SC= Substantial Compliance
 PC= Partial Compliance
 MC= Minimal Compliance
 NC= Noncompliance

Quality Assurance Survey Performance Ratings

Service Provider	Region	Type of Service	Date	Domain 1. Access and Eligibility	Domain 2. Individual Planning and Implementation	Domain 3. Safety and Security	Domain 4. Rights, Respect and Dignity	Domain 5. Health	Domain 6. Choice and Decision Making	Domain 7. Relationships and Community Membership	Domain 8. Opportunities for Work	Domain 9. Provider Capabilities and Qualifications	Domain 10. Administrative Authority and Financial Accountability	QA Performance Rating
D & S Residential Services, Inc.	East	Day-Residential, Personal Assistance, Nursing	5/26/16	NA	PC	PC	SC	PC	SC	SC	SC	PC	PC	Fair
D & S Residential Services, Inc.	West	Day-Residential, Personal Assistance, Behavior, Nursing, Therapy	10/21/16	NA	PC	SC	SC	SC	SC	SC	SC	PC	PC	Proficient
Dawn of Hope, Inc.	East	Day-Residential, Nursing	8/17/16	NA	PC	SC	SC	SC	SC	SC	SC	PC	PC	Proficient
Developmental Services of Dickson County	Middle	Day-Residential, Personal Assistance	4/1/16	NA	SC	PC	SC	PC	SC	SC	SC	SC	SC	Proficient
Devrai Corporation	Middle	Therapy	12/5/16	NA	PC	SC	SC	NA	SC	NA	NA	SC	PC	Proficient
Divine Supports, Inc.	Middle	Day-Residential, Personal Assistance	12/9/16	NA	SC	SC	PC	PC	SC	SC	SC	SC	PC	Proficient
Douglas Cooperative, Inc.	East	Day-Residential, Personal Assistance	3/31/16	NA	SC	SC	SC	SC	SC	SC	SC	SC	PC	Exceptional Performance
Dynamic Dietetics, Inc.	East	Therapy	12/14/16	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
Eagle Medical Staffing	West	Nursing	12/14/16	NA	SC	PC	SC	SC	SC	NA	NA	PC	SC	Proficient
East TN Personal Care Services, LLC	East	Day-Residential, Personal Assistance	2/12/16	NA	SC	SC	SC	SC	SC	SC	PC	PC	PC	Proficient
Easter Seals of Tennessee	Middle	Day-Residential, Personal Assistance	6/10/16	NA	SC	PC	SC	SC	SC	SC	SC	SC	SC	Proficient
Easter Seals of Tennessee	West	Day-Residential, Personal Assistance, Nursing	9/15/16	NA	SC	SC	PC	SC	SC	SC	SC	PC	PC	Proficient
Edwards, Samantha	East	Behavioral	2/9/16	NA	MC	PC	SC	NA	PC	NA	NA	PC	SC	Fair
Elite Behavior Analysis	East	Behavioral	2/4/16	NA	MC	SC	PC	NA	SC	NA	NA	PC	SC	Fair

SC= Substantial Compliance
 PC= Partial Compliance
 MC= Minimal Compliance
 NC= Noncompliance

Quality Assurance Survey Performance Ratings

Service Provider	Region	Type of Service	Date	Domain 1. Access and Eligibility	Domain 2. Individual Planning and Implementation	Domain 3. Safety and Security	Domain 4. Rights, Respect and Dignity	Domain 5. Health	Domain 6. Choice and Decision Making	Domain 7. Relationships and Community Membership	Domain 8. Opportunities for Work	Domain 9. Provider Capabilities and Qualifications	Domain 10. Administrative Authority and Financial Accountability	QA Performance Rating
Eldee, Inc.	Middle	Day-Residential, Personal Assistance	6/6/16	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Emory Valley Center, Inc.	East	Day-Residential, Personal Assistance	11/29/16	NA	SC	PC	SC	PC	SC	SC	SC	PC	PC	Fair
Encare, LLC	West	Day-Residential, Personal Assistance	9/22/16	NA	PC	SC	SC	SC	SC	SC	SC	SC	PC	Proficient
Engstrom Services, Inc.	West	ISC	12/5/16	SC	SC	SC	NA	NA	NA	NA	NA	SC	SC	Exceptional Performance
Engstrom Services, Inc.	East	ISC	12/9/16	SC	SC	SC	NA	NA	NA	NA	NA	SC	SC	Exceptional Performance
Engstrom Services, Inc.	Middle	ISC	12/12/16	SC	SC	SC	NA	NA	NA	NA	NA	SC	SC	Exceptional Performance
Enhanced Support Services, Inc.	East	Day-Residential	10/26/16	NA	PC	SC	SC	SC	SC	SC	SC	SC	PC	Proficient
Evergreen Life Services, Inc.	Middle	Day-Residential, Personal Assistance, Nursing	11/18/16	NA	PC	PC	PC	PC	SC	SC	SC	MC	MC	Fair
Evergreen Presbyterian Ministries	West	Day-Residential, Personal Assistance	3/11/16	NA	SC	SC	PC	SC	SC	SC	SC	SC	PC	Proficient
Evergreen Presbyterian Ministries	East	Day-Residential, Personal Assistance, Behavioral, Nursing	6/16/16	NA	SC	SC	SC	SC	SC	SC	SC	SC	PC	Exceptional Performance
Exceptional Enterprises, Inc.	East	Day-Residential, Personal Assistance	4/13/16	NA	SC	SC	SC	SC	SC	SC	SC	PC	SC	Proficient
Exceptional Measures, LLC	West	Behavioral	8/19/16	NA	PC	SC	SC	NA	SC	NA	NA	PC	SC	Proficient
Faith Specialized Care Services, Inc.	West	Day-Residential, Personal Assistance	4/1/16	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Focus on Function, Inc.	Middle	Therapy	6/27/16	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
Freedom Co-op, Inc.	West	Day-Residential, Personal Assistance	3/10/16	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance

SC= Substantial Compliance
 PC= Partial Compliance
 MC= Minimal Compliance
 NC= Noncompliance

Quality Assurance Survey Performance Ratings

Service Provider	Region	Type of Service	Date	Domain 1. Access and Eligibility	Domain 2. Individual Planning and Implementation	Domain 3. Safety and Security	Domain 4. Rights, Respect and Dignity	Domain 5. Health	Domain 6. Choice and Decision Making	Domain 7. Relationships and Community Membership	Domain 8. Opportunities for Work	Domain 9. Provider Capabilities and Qualifications	Domain 10. Administrative Authority and Financial Accountability	QA Performance Rating
Friendship Home Solutions, Inc.	Middle	Day-Residential, Personal Assistance, Nursing, Therapy	2/12/16	NA	PC	SC	SC	PC	SC	SC	SC	SC	PC	Proficient
Frontier Health, Inc.	East	Day-Residential	7/20/16	NA	SC	SC	SC	SC	SC	SC	SC	SC	PC	Exceptional Performance
Fulfillment Tender Care, Inc.	Middle	Day-Residential, Nursing	8/26/16	NA	PC	PC	SC	PC	SC	SC	SC	PC	PC	Fair
Full Circle Therapy	Middle	Therapy	4/15/16	NA	PC	PC	SC	NA	SC	NA	NA	PC	PC	Fair
Functional Independence, Inc.	West	Therapy	2/11/16	NA	PC	SC	SC	NA	SC	NA	NA	PC	SC	Proficient
Gaur, Michele	West	Therapy	8/10/16	NA	PC	SC	SC	NA	SC	NA	NA	SC	SC	Proficient
Gentle Hands	West	Day-Residential, Personal Assistance	6/9/16	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Genuine Care Services, Inc.	Middle	Day-Residential, Personal Assistance	11/29/16	NA	SC	PC	SC	SC	SC	SC	SC	SC	PC	Proficient
Georgia Lee, Inc.	West	Day-Residential	10/6/16	NA	SC	SC	PC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Gibbs, Tanya	Middle	Speech, Language and Hearing	9/23/16	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
Golden Life, Inc.	Middle	Day-Residential, Personal Assistance	10/14/16	NA	PC	PC	SC	MC	SC	SC	SC	PC	MC	Fair
Goodwill Industries	Middle	Day-Residential	9/29/16	NA	SC	PC	SC	PC	SC	NA	SC	PC	SC	Proficient
Greene County Skills, Inc.	East	Day-Residential, Personal Assistance, Nursing	3/29/16	NA	PC	SC	SC	SC	SC	SC	SC	SC	PC	Proficient
Grosser, Jason	West	Behavioral	4/22/16	NA	PC	SC	SC	NA	SC	NA	NA	PC	SC	Proficient
Group Effort of TN	Middle	Day-Residential	6/23/16	NA	PC	MC	PC	MC	SC	SC	SC	MC	NC	Significant Concerns
Guffey, Chad	Middle	Behavioral	9/20/16	NA	PC	SC	SC	NA	SC	NA	NA	SC	SC	Proficient
Hardin County Skills, Inc.	West	Day-Residential, Personal Assistance	6/15/16	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Hats, Inc.	Middle	Day-Residential, Personal Assistance	6/10/16	NA	PC	PC	PC	PC	SC	SC	SC	SC	SC	Fair

SC= Substantial Compliance
 PC= Partial Compliance
 MC= Minimal Compliance
 NC= Noncompliance

Quality Assurance Survey Performance Ratings

Service Provider	Region	Type of Service	Date	Domain 1. Access and Eligibility	Domain 2. Individual Planning and Implementation	Domain 3. Safety and Security	Domain 4. Rights, Respect and Dignity	Domain 5. Health	Domain 6. Choice and Decision Making	Domain 7. Relationships and Community Membership	Domain 8. Opportunities for Work	Domain 9. Provider Capabilities and Qualifications	Domain 10. Administrative Authority and Financial Accountability	QA Performance Rating
HCS Investors, LLC	West	Day-Residential, Personal Assistance	4/21/16	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
HCS Investors, LLC	Middle	Day-Residential, Personal Assistance	12/12/16	NA	PC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Health Care Initiative of TN, Inc.	East	Day-Residential, Personal Assistance	7/27/16	NA	PC	SC	SC	SC	SC	SC	PC	PC	PC	Fair
Helen R. Tucker Adult Developmental Center	West	Day-Residential, Personal Assistance	12/7/16	NA	PC	SC	SC	SC	SC	SC	SC	SC	PC	Proficient
Help At Home, Inc.	East	Day-Residential, Personal Assistance	10/27/16	NA	MC	PC	PC	MC	PC	SC	PC	PC	PC	Significant Concerns
Helping Hands of Hawkins County, Inc.	East	Day-Residential, Personal Assistance, Nursing	4/28/16	NA	SC	SC	SC	PC	SC	SC	SC	SC	SC	Proficient
Helping Hands of TN, LLC	East	Day-Residential, Personal Assistance	12/14/16	NA	PC	PC	SC	SC	SC	SC	SC	PC	MC	Fair
Hilltoppers, Inc.	Middle	Day-Residential, Personal Assistance	5/6/16	NA	SC	SC	SC	PC	SC	SC	SC	SC	PC	Proficient
Homeplace, Inc.	Middle	Day-Residential	9/30/16	NA	PC	PC	SC	PC	SC	SC	SC	PC	PC	Fair
Hope Services, Inc.	Middle	Day-Residential, Personal Assistance, Nursing	5/6/16	NA	SC	SC	SC	SC	SC	SC	SC	SC	PC	Exceptional Performance
Hosick, Heidi	West	Therapy	6/15/16	NA	MC	SC	SC	NA	SC	NA	NA	PC	SC	Fair
Humane Assisting, Inc.	Middle	Day-Residential	12/19/16	NA	SC	SC	PC	PC	SC	SC	SC	PC	PC	Fair
Impact Centers, Inc.	Middle	Day-Residential, Personal Assistance	12/2/16	NA	SC	SC	SC	PC	SC	SC	SC	SC	PC	Proficient
Independent Opportunities, Inc.	East	Day-Residential, Personal Assistance	2/3/16	NA	PC	SC	SC	PC	SC	SC	SC	PC	PC	Fair

SC= Substantial Compliance
 PC= Partial Compliance
 MC= Minimal Compliance
 NC= Noncompliance

Quality Assurance Survey Performance Ratings

Service Provider	Region	Type of Service	Date	Domain 1. Access and Eligibility	Domain 2. Individual Planning and Implementation	Domain 3. Safety and Security	Domain 4. Rights, Respect and Dignity	Domain 5. Health	Domain 6. Choice and Decision Making	Domain 7. Relationships and Community Membership	Domain 8. Opportunities for Work	Domain 9. Provider Capabilities and Qualifications	Domain 10. Administrative Authority and Financial Accountability	QA Performance Rating
Independent Opportunities, Inc.	Middle	Day-Residential, Personal Assistance, Nursing	9/30/16	NA	SC	PC	SC	PC	SC	SC	SC	SC	SC	Proficient
Independent Therapy Network	West	Therapy	6/15/16	NA	MC	SC	SC	NA	SC	NA	NA	PC	SC	Fair
Innovative Behavior Services	West	Behavioral	8/11/16	NA	MC	SC	SC	NA	SC	NA	NA	PC	SC	Fair
James Developmental Center	Middle	Day-Residential, Personal Assistance	3/18/16	NA	SC	PC	SC	PC	SC	SC	SC	SC	PC	Proficient
Joey's Yacht Club, Inc.	Middle	Day-Residential	3/10/16	NA	PC	MC	SC	MC	SC	SC	SC	PC	SC	Fair
Journeys in Community Living	Middle	Day-Residential, Personal Assistance	7/8/16	NA	SC	SC	PC	PC	SC	SC	SC	PC	PC	Fair
Joyful Care, Inc.	East	Day-Residential	1/29/16	NA	PC	SC	SC	SC	SC	SC	SC	PC	PC	Proficient
JSD Speech Pathology	West	Therapy	4/12/16	NA	PC	SC	SC	NA	SC	NA	NA	SC	SC	Proficient
Jump N 4 Joy	West	Day-Residential	12/9/16	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Karmali, Irfa	West	Behavioral	3/4/16	NA	PC	SC	SC	NA	SC	NA	NA	PC	SC	Proficient
KeithCare, Inc.	East	Day-Residential, Personal Assistance	8/18/16	NA	SC	SC	SC	PC	SC	SC	SC	SC	SC	Proficient
Lacefield Enterprises, Inc.	Middle	Therapy	8/26/16	NA	PC	SC	SC	NA	SC	NA	NA	SC	SC	Proficient
Lakeway Achievement Center	East	Day-Residential, Personal Assistance, Nursing	11/29/16	NA	SC	PC	SC	SC	SC	SC	SC	SC	PC	Proficient
Libertas for Ryan	Middle	Day-Residential, Personal Assistance	9/6/16	NA	SC	PC	SC	SC	SC	SC	SC	PC	SC	Proficient
Life Bridges, Inc.	East	Day-Residential, Personal Assistance, Behavioral, Therapy	6/17/16	NA	PC	SC	PC	SC	SC	SC	SC	SC	SC	Proficient
Lifestyle Nutrition, Inc.	West	Therapy	8/16/16	NA	PC	SC	SC	NA	SC	NA	NA	SC	SC	Proficient

SC= Substantial Compliance
 PC= Partial Compliance
 MC= Minimal Compliance
 NC= Noncompliance

Quality Assurance Survey Performance Ratings

Service Provider	Region	Type of Service	Date	Domain 1. Access and Eligibility	Domain 2. Individual Planning and Implementation	Domain 3. Safety and Security	Domain 4. Rights, Respect and Dignity	Domain 5. Health	Domain 6. Choice and Decision Making	Domain 7. Relationships and Community Membership	Domain 8. Opportunities for Work	Domain 9. Provider Capabilities and Qualifications	Domain 10. Administrative Authority and Financial Accountability	QA Performance Rating
Lighthouse Independent Living, Inc.	East	Day-Residential, Personal Assistance, Nursing	4/21/16	NA	PC	PC	SC	PC	SC	SC	SC	PC	SC	Fair
LivItUp, Inc.	West	Day-Residential, Personal Assistance	11/18/16	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Loving Arms, LLC	West	Day-Residential, Personal Assistance	7/28/16	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Madison-Haywood Developmental Services	West	Day-Residential, Personal Assistance, Therapy	9/29/16	NA	SC	SC	SC	SC	SC	SC	SC	SC	PC	Exceptional Performance
MALC, LLC	West	Nursing, Therapy	6/30/16	NA	PC	PC	SC	SC	SC	NA	NA	PC	MC	Fair
MCK Behavior Services, LLC	West	Day-Residential, Behavioral	12/7/16	NA	PC	SC	SC	SC	SC	SC	SC	SC	SC	Proficient
McNairy County Developmental Services	West	Day-Residential, Personal Assistance, Nursing	5/18/16	NA	SC	SC	SC	SC	SC	SC	SC	SC	PC	Exceptional Performance
Meritan, Inc.	West	Day-Residential, Personal Assistance, Nursing	4/1/16	NA	SC	SC	SC	SC	SC	SC	SC	SC	PC	Exceptional Performance
Meritan, Inc.	East	Day-Residential	6/28/16	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Meritan, Inc.	Middle	Day-Residential	10/31/16	NA	SC	SC	SC	SC	SC	SC	SC	SC	PC	Exceptional Performance
Michael Dunn Center, Inc.	East	Day-Residential, Nursing, Therapy	7/13/16	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Mic's Place, Inc.	West	Day-Residential, Personal Assistance	6/24/16	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Mid-South Area Residential Services, Inc.	West	Day-Residential, Personal Assistance	6/24/16	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Mid-South Supportive Living	West	Day-Residential	11/10/16	NA	SC	SC	SC	SC	SC	SC	SC	SC	PC	Exceptional Performance

SC= Substantial Compliance
 PC= Partial Compliance
 MC= Minimal Compliance
 NC= Noncompliance

Quality Assurance Survey Performance Ratings

Service Provider	Region	Type of Service	Date	Domain 1. Access and Eligibility	Domain 2. Individual Planning and Implementation	Domain 3. Safety and Security	Domain 4. Rights, Respect and Dignity	Domain 5. Health	Domain 6. Choice and Decision Making	Domain 7. Relationships and Community Membership	Domain 8. Opportunities for Work	Domain 9. Provider Capabilities and Qualifications	Domain 10. Administrative Authority and Financial Accountability	QA Performance Rating
Mid-TN Supported Living	Middle	Day-Residential, Personal Assistance, Nursing	5/13/16	NA	SC	SC	SC	PC	SC	SC	SC	SC	PC	Proficient
MillarRich, LLC	Middle	Day-Residential, Nursing	12/20/16	NA	SC	SC	SC	PC	SC	SC	SC	SC	PC	Proficient
Mize, Jennifer	East	Speech, Language and Hearing	9/2/16	NA	SC	PC	SC	NA	PC	NA	NA	SC	SC	Proficient
Mountain Visions, Inc.	East	Day-Residential, Nursing	6/23/16	NA	SC	SC	SC	SC	SC	SC	SC	SC	PC	Exceptional Performance
Musicante, Kimberly	West	Therapy	11/3/16	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
Neighborhood Network, Inc.	Middle	ISC	12/20/16	SC	SC	SC	NA	NA	NA	NA	NA	SC	SC	Exceptional Performance
Neighborhood Network, Inc.	West	ISC	12/12/16	SC	SC	SC	NA	NA	NA	NA	NA	SC	SC	Exceptional Performance
Nelson, Karen	Middle	Therapy	12/30/16	NA	PC	SC	SC	NA	SC	NA	NA	SC	SC	Proficient
New Haven, LLC	East	Day-Residential, Personal Assistance	10/10/16	NA	MC	SC	PC	PC	SC	SC	SC	PC	MC	Fair
New Horizons, Inc.	Middle	Day-Residential	10/14/16	NA	PC	SC	SC	SC	SC	SC	SC	PC	PC	Proficient
New Life- TN	Middle	Day-Residential, Personal Assistance	2/5/16	NA	SC	PC	SC	PC	SC	SC	SC	SC	MC	Fair
Nia Association	Middle	Day-Residential, Personal Assistance, Behavior, Nursing	7/29/16	NA	PC	PC	PC	PC	SC	SC	SC	PC	PC	Fair
Nicholas Matters, Inc.	West	Day-Residential	7/15/16	NA	PC	SC	SC	SC	SC	SC	SC	PC	SC	Proficient
Nicholson Therapies, Inc.	Middle	Therapy	8/11/16	NA	PC	PC	SC	NA	SC	NA	NA	PC	PC	Fair
Omni Visions, Inc.	West	Day-Residential, Personal Assistance, Nursing	7/11/16	NA	SC	SC	SC	PC	SC	SC	SC	PC	PC	Proficient

SC= Substantial Compliance
 PC= Partial Compliance
 MC= Minimal Compliance
 NC= Noncompliance

Quality Assurance Survey Performance Ratings

Service Provider	Region	Type of Service	Date	Domain 1. Access and Eligibility	Domain 2. Individual Planning and Implementation	Domain 3. Safety and Security	Domain 4. Rights, Respect and Dignity	Domain 5. Health	Domain 6. Choice and Decision Making	Domain 7. Relationships and Community Membership	Domain 8. Opportunities for Work	Domain 9. Provider Capabilities and Qualifications	Domain 10. Administrative Authority and Financial Accountability	QA Performance Rating
Omni Visions, Inc.	Middle	Day-Residential, Personal Assistance, Nursing	10/27/16	NA	PC	PC	PC	MC	SC	SC	SC	MC	MC	Significant Concerns
Omni Visions, Inc.	East	Day-Residential, Personal Assistance, Nursing	11/28/16	NA	PC	SC	SC	PC	SC	SC	SC	PC	PC	Fair
OnePulse, Inc.	Middle	Nursing	11/18/16	NA	SC	SC	SC	SC	SC	NA	NA	SC	SC	Exceptional Performance
Our Home Place, Inc.	East	Day-Residential	9/14/16	NA	PC	PC	SC	PC	SC	SC	SC	PC	PC	Fair
Pacesetters, Inc.	Middle	Day-Residential, Personal Assistance	6/24/16	NA	SC	PC	SC	PC	SC	SC	SC	SC	PC	Proficient
Pauline and Thomas Healthcare, Inc.	Middle	Day-Residential, Personal Assistance	2/5/16	NA	SC	SC	SC	PC	SC	SC	SC	PC	PC	Proficient
Personal Care Choices	East	Day-Residential, Personal Assistance	2/24/16	NA	SC	PC	SC	PC	SC	SC	PC	PC	PC	Fair
Personal Care Services Midsouth	West	Day-Residential, Personal Assistance	7/27/16	NA	PC	PC	SC	SC	SC	SC	SC	PC	MC	Fair
Positive Impact Behavioral Services	West	Behavioral	7/21/16	NA	PC	SC	SC	NA	SC	NA	NA	SC	SC	Proficient
Procure Home Health Services	East	Therapy	5/11/16	NA	SC	PC	SC	NA	SC	NA	NA	PC	SC	Proficient
Professional Behavioral Health & Consulting	West	Behavioral	2/12/16	NA	PC	SC	SC	NA	SC	NA	NA	SC	SC	Proficient
Progress, Inc.	Middle	Day-Residential, Nursing	8/5/16	NA	PC	MC	PC	MC	SC	SC	SC	PC	PC	Fair
Progressive Directions, Inc.	Middle	Day-Residential, Personal Assistance, Nursing	10/21/16	NA	SC	SC	SC	PC	SC	SC	SC	PC	PC	Proficient
ProLex Medical Services, Inc.	East	Day-Residential, Personal Assistance, Behavioral, Nursing	6/23/16	NA	PC	SC	SC	SC	SC	SC	SC	PC	PC	Proficient

SC= Substantial Compliance
 PC= Partial Compliance
 MC= Minimal Compliance
 NC= Noncompliance

Quality Assurance Survey Performance Ratings

Service Provider	Region	Type of Service	Date	Domain 1. Access and Eligibility	Domain 2. Individual Planning and Implementation	Domain 3. Safety and Security	Domain 4. Rights, Respect and Dignity	Domain 5. Health	Domain 6. Choice and Decision Making	Domain 7. Relationships and Community Membership	Domain 8. Opportunities for Work	Domain 9. Provider Capabilities and Qualifications	Domain 10. Administrative Authority and Financial Accountability	QA Performance Rating
Prospect, Inc.	Middle	Day-Residential, Nursing	3/24/16	NA	SC	PC	PC	MC	SC	SC	SC	SC	PC	Fair
Quality Behavioral Interventions and Consulting	West	Behavioral	10/6/16	NA	MC	PC	SC	NA	SC	NA	NA	PC	PC	Fair
Quality Care Behavior Services	West	Behavioral	9/16/16	NA	PC	SC	SC	NA	SC	NA	NA	PC	PC	Fair
Quality Care Support Coordination of West TN	West	ISC	12/12/16	SC	SC	SC	NA	NA	NA	NA	NA	SC	SC	Exceptional Performance
Quality Support Coordination of Tennessee	West	ISC	12/5/16	SC	SC	SC	NA	NA	NA	NA	NA	SC	SC	Exceptional Performance
Randolph, Yvonne	West	Behavioral	6/17/16	NA	PC	SC	PC	NA	SC	NA	NA	PC	SC	Fair
Reaching Visions Today, Inc.	Middle	Day-Residential	4/6/16	NA	PC	MC	PC	PC	SC	SC	SC	PC	MC	Fair
Rebuild Rehabilitation	West	Therapy	3/30/16	NA	MC	SC	SC	NA	SC	NA	NA	PC	SC	Fair
Rehab Resources	Middle	Therapy	5/25/16	NA	PC	SC	SC	NA	SC	NA	NA	SC	SC	Proficient
Resource One Medical Staffing	West	Personal Assistance, Nursing	11/3/16	NA	SC	SC	SC	SC	SC	NA	NA	SC	SC	Exceptional Performance
Resources for Human Development	Middle	Day-Residential	2/26/16	NA	PC	PC	PC	SC	SC	SC	SC	PC	PC	Fair
Resources for Human Development	West	Day-Residential	9/16/16	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Restoration Residential Services, LLC	Middle	Day-Residential, Personal Assistance	10/13/16	NA	SC	SC	SC	SC	SC	SC	SC	SC	PC	Exceptional Performance
RHA Health Services, Inc.	Middle	Day-Residential, Personal Assistance	5/24/16	NA	SC	PC	SC	SC	SC	SC	SC	PC	PC	Proficient

SC= Substantial Compliance
 PC= Partial Compliance
 MC= Minimal Compliance
 NC= Noncompliance

Quality Assurance Survey Performance Ratings

Service Provider	Region	Type of Service	Date	Domain 1. Access and Eligibility	Domain 2. Individual Planning and Implementation	Domain 3. Safety and Security	Domain 4. Rights, Respect and Dignity	Domain 5. Health	Domain 6. Choice and Decision Making	Domain 7. Relationships and Community Membership	Domain 8. Opportunities for Work	Domain 9. Provider Capabilities and Qualifications	Domain 10. Administrative Authority and Financial Accountability	QA Performance Rating
RHA Health Services, Inc.	West	Day-Residential	8/22/16	NA	SC	PC	PC	SC	SC	SC	PC	MC	PC	Fair
RHA Health Services, Inc.	East	Day-Residential, Personal Assistance, Nursing	11/8/16	NA	SC	SC	SC	PC	SC	SC	SC	SC	MC	Fair
Rhea of Sunshine, Inc.	East	Day-Residential, Nursing	10/18/16	NA	SC	SC	SC	PC	SC	SC	PC	PC	SC	Proficient
Rochelle Center, Inc.	Middle	Day-Residential	9/7/16	NA	PC	PC	SC	PC	SC	SC	SC	PC	PC	Fair
Scott Appalachian Industries, Inc.	East	Day-Residential, Personal Assistance, Nursing, Therapy	3/29/16	NA	PC	SC	PC	PC	SC	SC	SC	PC	SC	Fair
Sertoma Center, Inc.	East	Day-Residential, Personal Assistance, Nursing	4/14/16	NA	SC	SC	SC	PC	SC	SC	SC	SC	SC	Proficient
Sitters and More of West Tennessee, Inc.	West	Personal Assistance	11/23/16	NA	SC	SC	SC	SC	SC	NA	NA	SC	SC	Exceptional Performance
Sitters and More, Inc.	Middle	Day-Residential, Personal Assistance	5/3/16	NA	PC	PC	SC	PC	SC	SC	SC	PC	SC	Fair
Sitters, Etc.	Middle	Personal Assistance	12/8/16	NA	SC	PC	SC	SC	SC	NA	NA	PC	SC	Proficient
Skills Development Services, Inc.	Middle	Day-Residential, Personal Assistance	6/3/16	NA	PC	PC	SC	SC	SC	SC	SC	SC	SC	Proficient
Speech Pathology Consultants, LLC	Middle	Therapy	6/24/16	NA	PC	PC	SC	NA	SC	NA	NA	SC	SC	Proficient
St. John's Community Services	West	Day-Residential, Personal Assistance	5/5/16	NA	SC	SC	SC	SC	SC	SC	SC	SC	PC	Exceptional Performance
STAR Center, Inc.	West	Day-Residential, Personal Assistance, Nursing	4/15/16	NA	PC	SC	SC	SC	SC	SC	SC	PC	PC	Proficient
Starcare of Tennessee	Middle	Day-Residential, Nursing	5/27/16	NA	PC	SC	PC	PC	SC	SC	SC	PC	PC	Fair
STARS, Inc.	East	Day-Residential, Personal Assistance	7/22/16	NA	PC	PC	SC	PC	SC	SC	PC	PC	PC	Fair

SC= Substantial Compliance
 PC= Partial Compliance
 MC= Minimal Compliance
 NC= Noncompliance

Quality Assurance Survey Performance Ratings

Service Provider	Region	Type of Service	Date	Domain 1. Access and Eligibility	Domain 2. Individual Planning and Implementation	Domain 3. Safety and Security	Domain 4. Rights, Respect and Dignity	Domain 5. Health	Domain 6. Choice and Decision Making	Domain 7. Relationships and Community Membership	Domain 8. Opportunities for Work	Domain 9. Provider Capabilities and Qualifications	Domain 10. Administrative Authority and Financial Accountability	QA Performance Rating
Stellar Therapy Services	East	Therapy	5/9/16	NA	PC	PC	PC	NA	SC	NA	NA	PC	SC	Fair
Step-By-Step, Inc.	East	Day-Residential, Personal Assistance	9/1/16	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Summit View Health Services	East	Therapy	12/14/16	NA	PC	SC	SC	NA	SC	NA	NA	PC	SC	Proficient
Sunrise Community of Tennessee, Inc.	Middle	Day-Residential, Nursing	12/9/16	NA	PC	SC	SC	SC	SC	SC	SC	SC	SC	Proficient
Sunrise Community of Tennessee, Inc.	East	Day-Residential, Nursing	12/13/16	NA	PC	SC	SC	PC	SC	SC	SC	SC	PC	Proficient
Support Solutions of the Mid-South	Middle	Day-Residential, Behavioral	3/7/16	NA	NC	PC	PC	MC	SC	SC	SC	SC	PC	Significant Concerns
Support Solutions of the Mid-South	West	Day-Residential, Personal Assistance, Behavioral	9/7/16	NA	PC	SC	SC	SC	SC	SC	SC	SC	SC	Proficient
Support Solutions of the Mid-South	East	Day-Residential, Personal Assistance, Behavioral	10/13/16	NA	PC	SC	SC	PC	SC	SC	SC	SC	PC	Proficient
Sutton, Angel	Middle	Behavioral	4/6/16	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
Sweetwater Living, LLC	East	Day-Residential, Personal Assistance	2/10/16	NA	SC	PC	SC	SC	SC	SC	SC	PC	SC	Proficient
Sympathetic Steps to Success	West	Behavioral	7/8/16	NA	PC	SC	SC	NA	SC	NA	NA	SC	SC	Proficient
Tennessee Community Services Agency	West	ISC	12/6/16	SC	SC	SC	NA	NA	NA	NA	NA	SC	SC	Exceptional Performance
Tennessee Community Services Agency	East	ISC	12/14/16	SC	SC	SC	NA	NA	NA	NA	NA	SC	SC	Exceptional Performance
Tennessee Community Services Agency	Middle	ISC	12/21/16	SC	PC	PC	NA	NA	NA	NA	NA	SC	SC	Proficient

SC= Substantial Compliance
 PC= Partial Compliance
 MC= Minimal Compliance
 NC= Noncompliance

Quality Assurance Survey Performance Ratings

Service Provider	Region	Type of Service	Date	Domain 1. Access and Eligibility	Domain 2. Individual Planning and Implementation	Domain 3. Safety and Security	Domain 4. Rights, Respect and Dignity	Domain 5. Health	Domain 6. Choice and Decision Making	Domain 7. Relationships and Community Membership	Domain 8. Opportunities for Work	Domain 9. Provider Capabilities and Qualifications	Domain 10. Administrative Authority and Financial Accountability	QA Performance Rating
Tennessee Family Solutions	Middle	Day-Residential, Nursing	9/2/16	NA	SC	PC	PC	PC	SC	SC	SC	PC	SC	Fair
Tennessee Personal Assistance, Inc.	Middle	Day-Residential, Personal Assistance, Nursing	7/18/16	NA	PC	SC	SC	PC	SC	SC	SC	PC	PC	Fair
Terry Taylor, Inc.	Middle	Day-Residential	10/28/16	NA	SC	SC	SC	PC	SC	SC	SC	SC	PC	Proficient
The Arc of Williamson County	Middle	ISC	12/16/16	SC	SC	SC	NA	NA	NA	NA	NA	SC	SC	Exceptional Performance
The Orange Grove Center, Inc.	East	Day-Residential, Personal Assistance, Behavioral, Nursing, Therapy	9/15/16	NA	PC	SC	SC	SC	SC	SC	SC	SC	PC	Proficient
Therapy & Learning Center	West	Day-Residential, Therapy	12/1/16	NA	PC	PC	SC	SC	SC	SC	SC	SC	SC	Proficient
Therapy Success, LLC	West	Therapy	7/15/16	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
Thomas' Supports	Middle	Day-Residential	9/29/16	NA	PC	SC	PC	SC	SC	SC	SC	SC	PC	Proficient
Tiara's Haven	West	Day-Residential	1/19/16	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Timeck Care, Inc.	Middle	Day-Residential, Personal Assistance, Nursing	8/12/16	NA	SC	SC	PC	SC	SC	p	SC	PC	PC	Fair
Tim's Place, Inc.	West	Day-Residential	1/7/16	NA	PC	SC	PC	PC	SC	SC	SC	PC	PC	Fair
Tri-County Center	East	Day-Residential, Personal Assistance	1/22/16	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Triumph Care, LLC	Middle	Day-Residential, Personal Assistance	7/22/16	NA	PC	PC	SC	SC	SC	SC	SC	PC	PC	Fair
Unlimited Potential, Inc.	Middle	Day-Residential	9/9/16	NA	PC	SC	SC	SC	SC	SC	SC	SC	SC	Proficient
Vision Coordination Services, Inc.	East	ISC	12/14/16	SC	SC	SC	NA	NA	NA	NA	NA	SC	SC	Exceptional Performance
Vision Home Health Care, LLC	Middle	Day-Residential, Personal Assistance	9/29/16	NA	PC	PC	SC	PC	SC	SC	SC	PC	MC	Fair

SC= Substantial Compliance
 PC= Partial Compliance
 MC= Minimal Compliance
 NC= Noncompliance

Quality Assurance Survey Performance Ratings

Service Provider	Region	Type of Service	Date	Domain 1. Access and Eligibility	Domain 2. Individual Planning and Implementation	Domain 3. Safety and Security	Domain 4. Rights, Respect and Dignity	Domain 5. Health	Domain 6. Choice and Decision Making	Domain 7. Relationship s and Community Membership	Domain 8. Opportunitie s for Work	Domain 9. Provider Capabilities and Qualifications	Domain 10. Administrative Authority and Financial Accountability	QA Performance Rating
Volunteer Staffing, Inc.	Middle	Day-Residential, Personal Assistance, Nursing	6/22/16	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Volunteers of America	West	Day-Residential	6/23/16	NA	SC	PC	SC	SC	SC	SC	SC	PC	PC	Proficient
Volunteers of America	Middle	Day-Residential, Nursing	8/30/16	NA	PC	PC	PC	MC	SC	SC	SC	SC	PC	Fair
Washington County Community Residential Services	East	Day-Residential, Personal Assistance	7/21/16	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Waves, Inc.	Middle	Day-Residential, Personal Assistance	4/7/16	NA	SC	SC	SC	PC	SC	SC	SC	SC	PC	Proficient
West Tennessee Family Solutions, Inc.	West	Day-Residential, Behavioral	5/20/16	NA	SC	SC	SC	SC	SC	SC	SC	PC	SC	Proficient
Williams, Nancy	West	Therapy	5/19/16	NA	PC	PC	SC	NA	SC	NA	NA	PC	SC	Fair
Wings Adult Services, LLC	Middle	Personal Assistance	12/23/16	NA	MC	MC	SC	SC	SC	NA	NA	NC	NC	Significant Concerns
Zhou, Liming	West	Behavioral	5/18/16	NA	MC	SC	SC	NA	SC	NA	NA	PC	SC	Fair

SC= Substantial Compliance
 PC= Partial Compliance
 MC= Minimal Compliance
 NC= Noncompliance